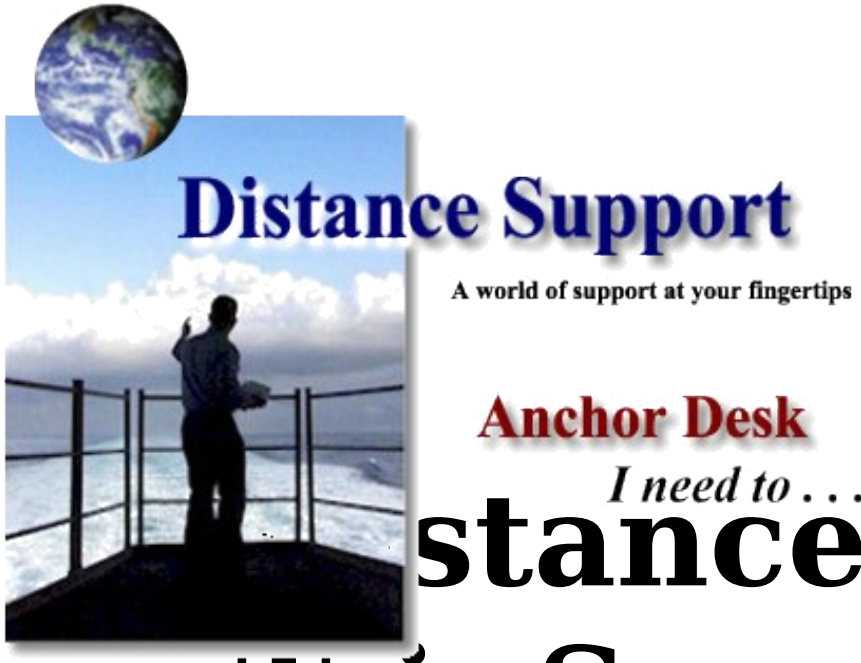
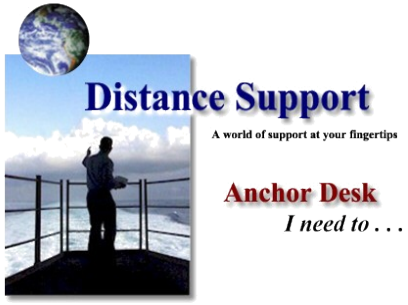


Distance Support Tri- Service Power Expo & Conference Brief

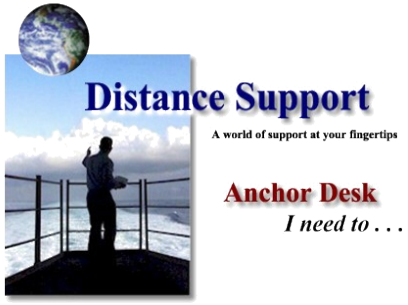
Bruce Branham
Distance Support Prog Mgr
Branhamb@navsea.navy.mil
202.781.3287

Adapting and transitioning today's business processes and support infrastructure
to the tools and technology of E-Business and Information Technology



Outline

- **Distance Support Vision and Objective**
- **Policy and Process Guidance**
- **Products and Services**
- **Distance Support Overview**
  - Key Tenants
    - Connectivity, Collaboration & Business Process
    - CRM/SOS Collaborative Environment
    - Standardize Metrics and Improvement Environment
- **Transformation Roadmap**
    - **Bandwidth Mitigation**
    - **Metrics**
    - **Business Intelligence**
    - **Knowledge Management/Projection**
- **Distance Support ROI Example**
- **Distance Support Challenge**
- **Distance Support Summary**



Distance Support Vision and Objective

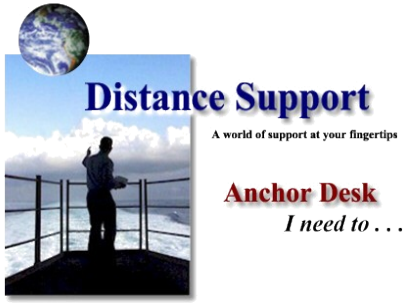
NAVSEA Vision:

Provide the "Warfighter" a single point-of-entry and process for real-time/virtual data, information and support.

Improve the efficiency and effectiveness of the support infrastructure.

Fleet Objective:

Maximize use of available connectivity and related technology to best leverage the assistance of the existing shore Commands.



Fleet Policy and Process Guidance

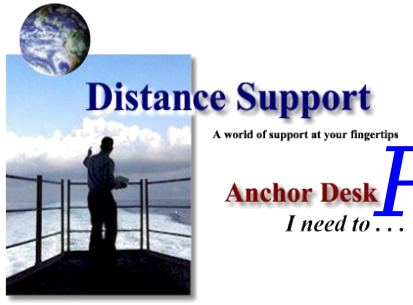
- CFFC ALNAVFORCE message established DS as primary means for "Reach-Back Support" to:
  - "…provide rapid response to Fleet units…"
  - "…force multiplier for shore support commands…"
  - "…improve operational readiness…"

  "181245 Z Jul02 COMFLTFORCOM NORFOLK VA"

- COMNAVSURFOR/COMNAVAIRFOR/COMNAVSEASYSCOM Joint Policy message established:
  - BG/ARG OPTASK requirements
  - Shore establishment support requirements

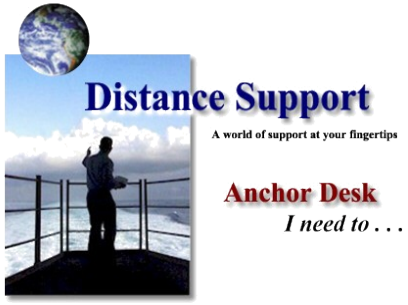
  "162034Z OCT 02 COMNAVSURFOR SAN DIEGO CA"

- Joint Fleet Maintenance Manual (JFMM)
  - being modified to reflect Fleet Distance Support Policy and Process requirements



Distance Support: Products and Services

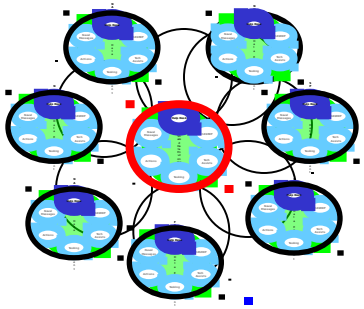
- **24/7/365 Reachback Support**
- **Collaborative Tools/Support Infrastructure/Shared Data Environment**
- **Virtual SYSCOM Presence/Platform Residency/Bandwidth Mitigation**
- **Data Acquisition, Transfer and Distribution**



Distance Support: The Transformation Roadmap

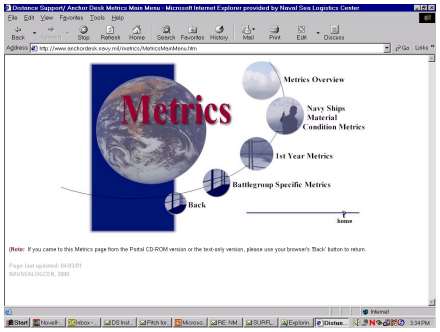
- **Focus on Warfighter Readiness**
- **24/7/365 Reachback Support**
  - **Business Process**
  - **Collaborative Environment**
  - **Collaborative Support Infrastructure**
- **Virtual SYSCOM Presence/Platform Residency**
  - **Bandwidth Mitigation**
  - **Metrics**
  - **Business Intelligence**
  - **Knowledge Management/Projection**
- **Extend the Tools, Technology and Philosophy**
  - **Sea Enterprise**
  - **Sea Swap**
  - **Sea Warrior**

Distance Support: Key Tenants



CRM/SOS

KM



DS

WEB Enabled Tracking, Work Flow Management and Shared Data Environment

Standardized Metrics and Improvement Environment

CONNECTIVITY/COLLABORATION/ BUSINESS PROCESS

SOS MATRIX

Navy Integrated Call Center "AnchorDesk"

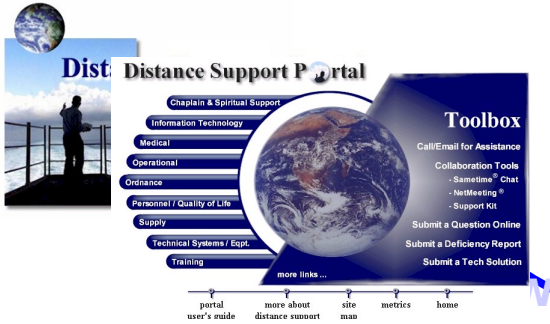
24/7/365

Reach-Back Support

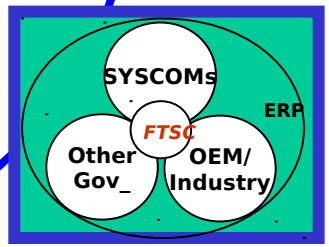
1 877 41 TOUCH

WWW.ANCHORDESK.NAVY.MIL

TELE-TOOLS

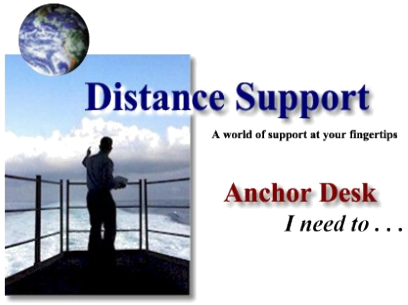


Virtual Presence



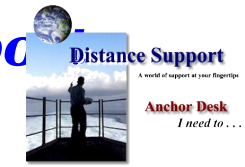
Collaborative Infrastructure

Success depends upon all three elements



Connectivity/Collaboration/ Business Process

Inter Battle Group Collaboration/ Data Support CONOPS



Collaborative Response / Data Support

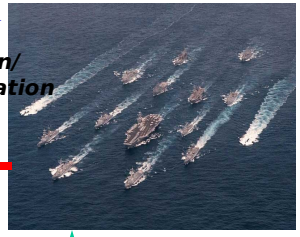
24/7/365

Problem Identification/ Collaboration/Information Request

SOS MATRIX

Help Desk

Phone
E-Mail
Web



SYSCOMs

FTSC

Other Gov_

OEM/ Industry

Collaborative Resolution

ERP/NMCI/TFW

Collaborative Support Infrastructure and Shared Data Environment

Intra Battle Group Collaboration CONOPS

Intra BG/ARG Collaboration

Chat/Whiteboard

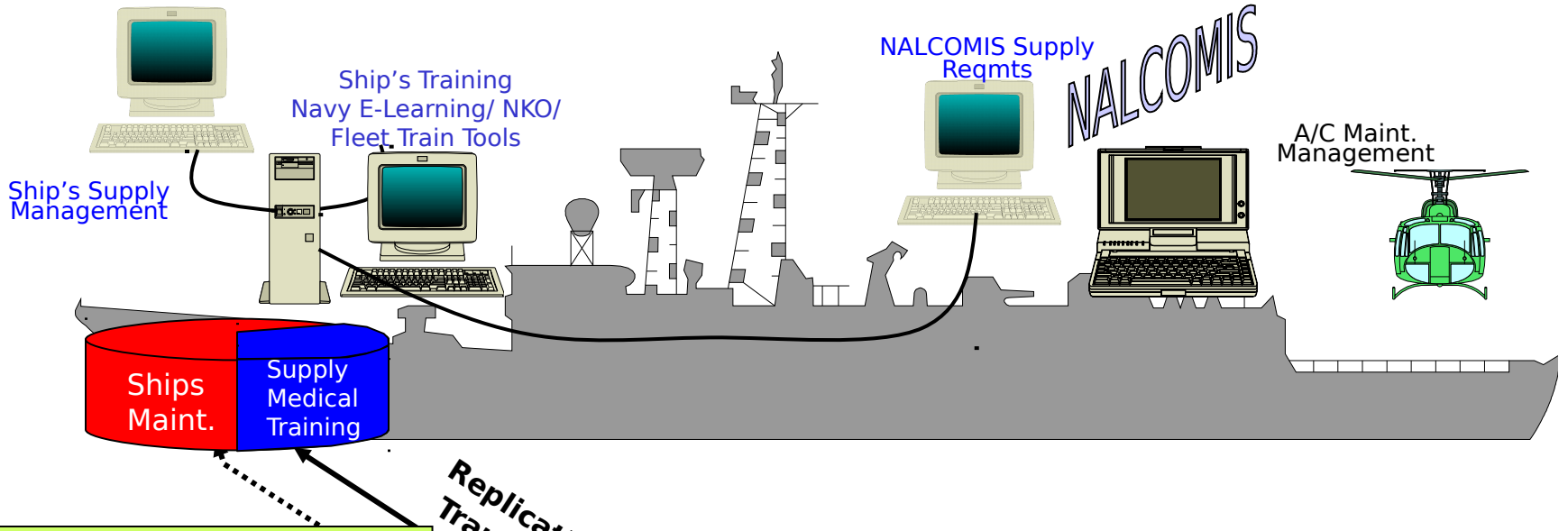
Daily BG/ARG Maintenance and Logistic Meetings

CTF AOR
TYCOM
NICC/FTSC

Notification
Response
Resolution

ersion 2… Platform Resident / Virtual SYSCOM

e Support in a Bandwidth constrained / EMCON Enviro



Readiness, Support and Analysis Center

- **NTCSS/ATIS**

Replication of Transactions

In-port

At Sea

Shore Based Activities

Technical (Readiness and Support Consortium)

Medical (Readiness and Support Consortium)

Training (Readiness and Support Consortium)

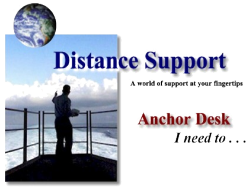
Avionics (Readiness an Support Consortiu

Other Readiness and Support

Knowledge Management Ctr (KMC)

Source of Support Content and Support Conso

DS 2.0 …Maximizing Bandwidth and Efficiency



Distributed Gateway

Site #1

- Load Balancing
- Replication/Synchronization
- "Collaboration" Hosting

Site #2

Site #3

Gateway Controller

Live Mode

Collaboration and Reach Back

Content/Data Synchronization

Gateway Firewall

NOCC Firewall

Ship Network (ADNS)

Connected Mode

Data, Information and Knowledge Replication Load out

Mission Essential Platform Resident Data & Information

Sensors (ICAS)

Wired Network (ISNS)

DS 2.x

Wired Network (ISNS)

Wireless

Mobile Applications (TBD Pending Testing and Certification)

Sync or Wireless

IT 21 Users

Gateway Firewall

Connected Content/ Data Load Out

Live Reach Back, Content/Data Synchronization

Firewall(s)

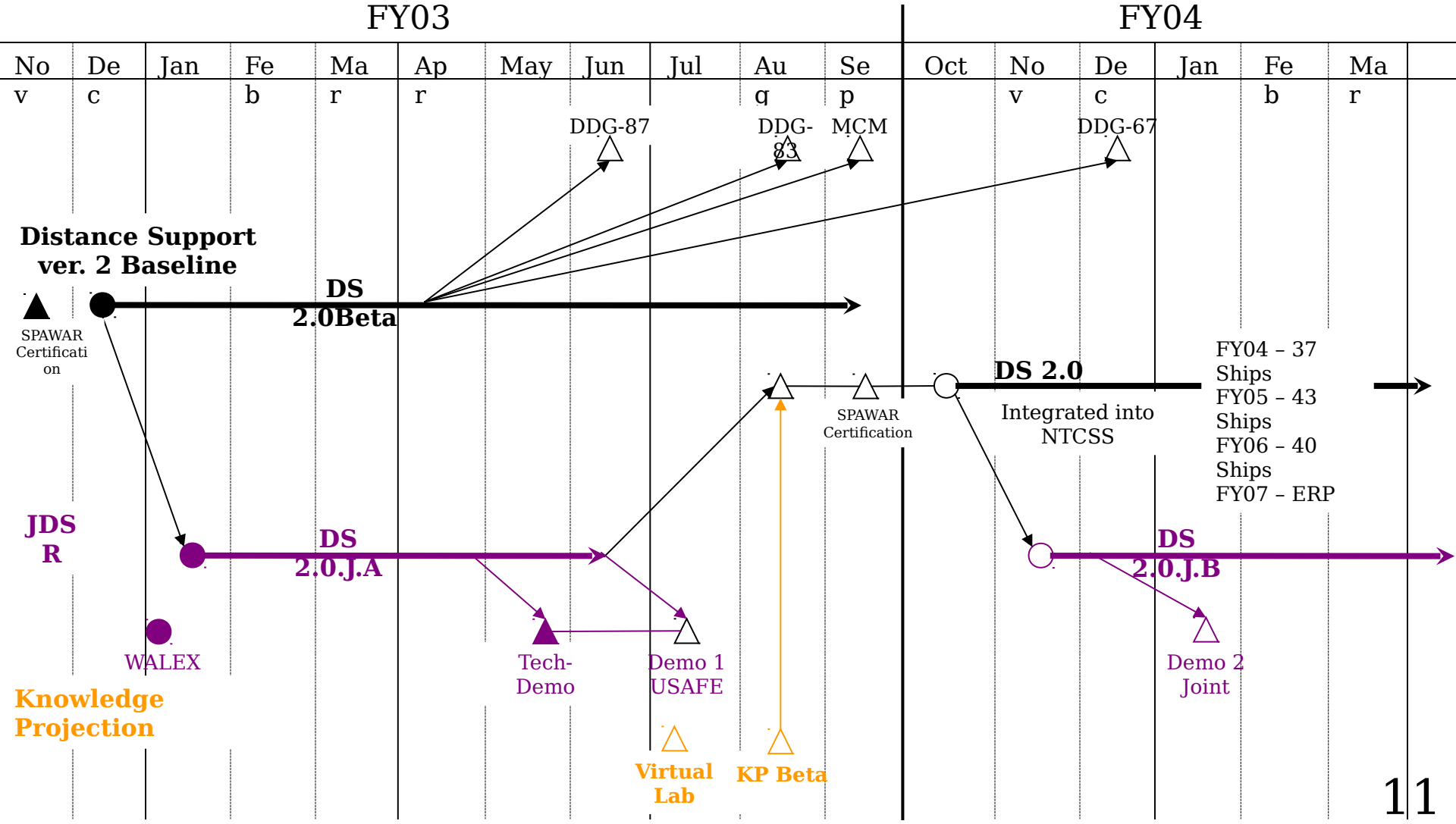
Content Providers (Authoritative Sources)

Content Providers (Authoritative Sources)

Support Provider

Support Provider

DS 2.0 Schedule



Standardized Metrics and Improvement Environment

Standard Data Elements & Basic Metrics

Quick Report (Executive Dashboard)

http://www.AnchorDesk.Navy.Mil/Metrics/MetricsMainMenu.htm>

Senior Level Quarterly Metrics Trends

Balanced Scorecard - User Defined Metrics

- Uses Balanced Score Card Approach
  - Tailored to specific customer Can Link to any Oracle Based Database
- Allows for detailed Drill Down
  - Contains Ashore Data and other data such as Ships' 3-M Data

http://www.AnchorDesk.Navy.Mil/Metrics/MetricsMainMenu/

Navy Ships Material Condition Metrics Mtm>

Data Mining, Analysis and Knowledge Management

Platform Resident Data / Virtual COSAL (Ready Reactive)

Maintenance Decisions / Risk Assessment

Process, Product and Service Improvements

- Resource Decisions

Support Provider Metrics

Distance Support Portal — A world of support at your fingertips

Anchor Desk — I need to . . .

Cases Created and Closed From 1/1/2003 to 4/1/2003

Count of Cases

New Cases Created 162

Metric	Total	%
Telephone	61	38
Email	59	36
Anchor Desk Web	33	20
Other	9	6

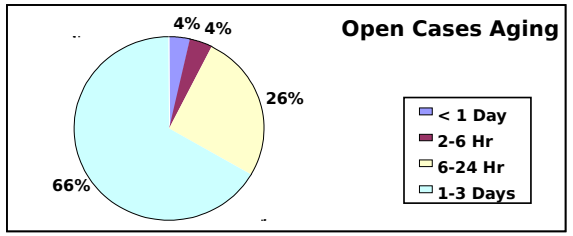
Case Status as of 4/3/2003 only.

Open Cases Aging

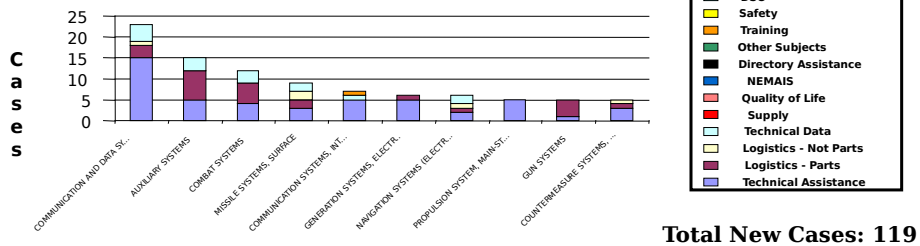
Total Cases Open 27

Metric	Total	%
1.) > 1 Week	18	67
2.) 3 - < 7 Days	7	26
3.) 1 - < 3 Days	1	4
4.) < 1 Day	1	4

Case Status as of 4/3/2003 only.

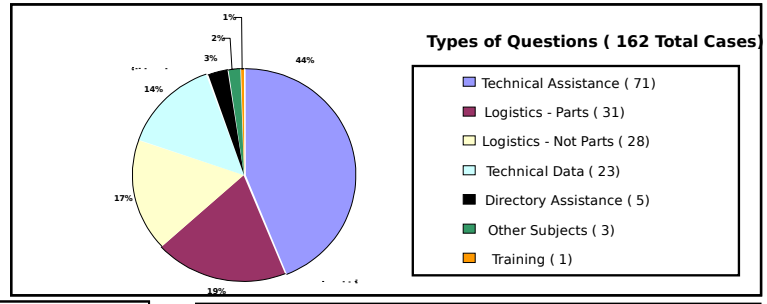


Top 10 Support Drivers



Total New Cases: 119

Functional Drivers



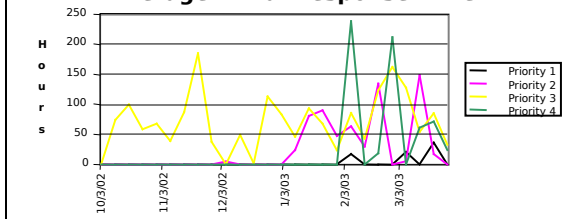
SOS Response Time Breakdown

Total SOS Requests Resolved 167

Metric	Total	%
1.) > 1 Week	71	43
2.) 3 - < 7 Days	26	16
3.) 1 - < 3 Days	27	16
4.) 6 - < 24 Hours	14	8
5.) 2 - < 6 Hours	8	5
6.) < 2 Hours	21	13

Case Status as of 4/3/2003 only.

Average Initial Response Time



Cases Transferred Ratio

New Cases Created 162

Metric	Total	%
Transferred to SOS	162	100
Average Transfer*	8.7	Hrs
NICC Resolved	0	0
NICC Researching	0	0

*Average Time between case creation and transfer.

Case Status as of 4/3/2003 only.

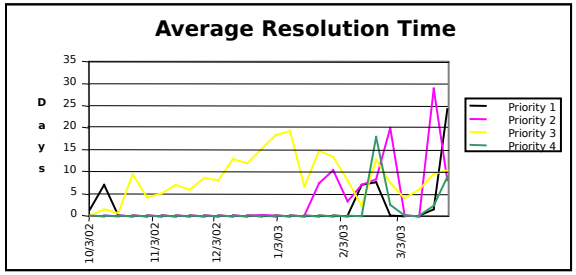
Case Resolution

New Cases Created 162

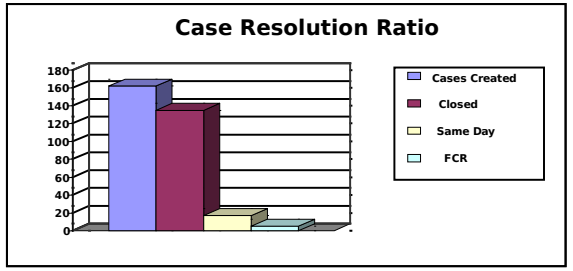
Metric	Total	%
Old Cases Closed	26	
New Cases Closed	135	83
Closed Same Day	17	10
First Contact Resolution	5	3

Case Status as of 4/3/2003 only.

Average Resolution Time



Case Resolution Ratio



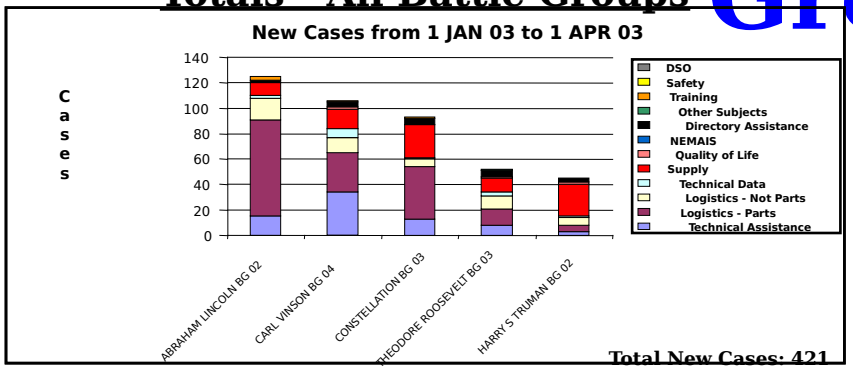
A full report explanation is available that includes definitions used in this report. Contact your Help Desk Manager to request a copy. All numbers are for the period, that is, the date range in the report heading. The period is specified at the time the report is run and may be daily, weekly (week ending on Wednesday), and monthly. Reports should be e-mailed to Help Desk Team members daily with weekly reports e-mailed on Mondays and monthly reports e-mailed the first working day of each new month.

Distance Support Portal
A world of support at your fingertips
Anchor Desk
I need to . . .

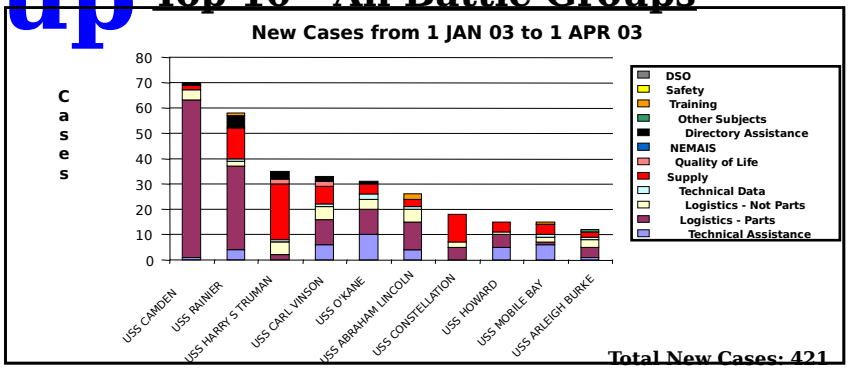
Metrics by Battle Group

Cases Created From 1/1/2003 to 4/1/2003

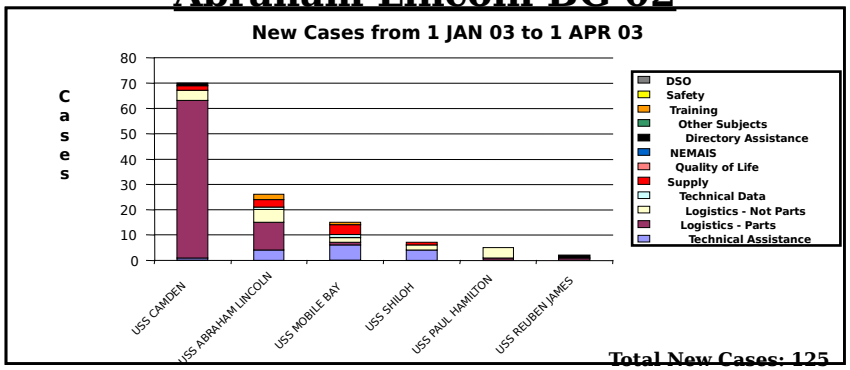
Totals - All Battle Groups



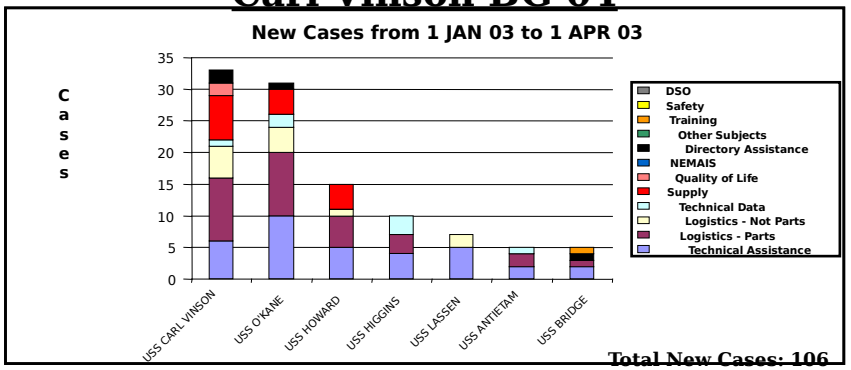
Top 10 - All Battle Groups



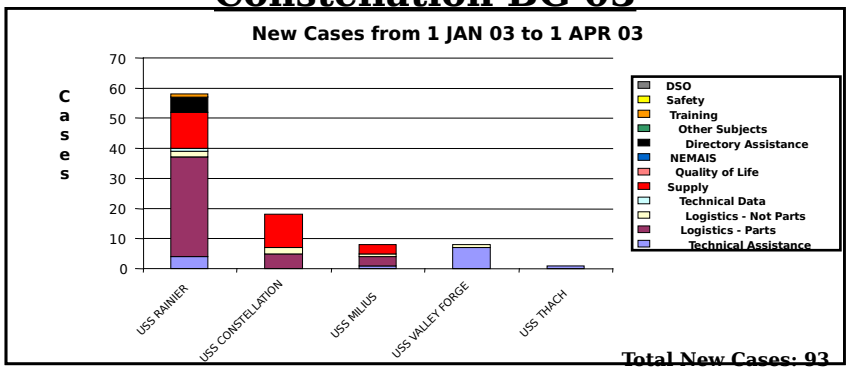
Abraham Lincoln BG 02



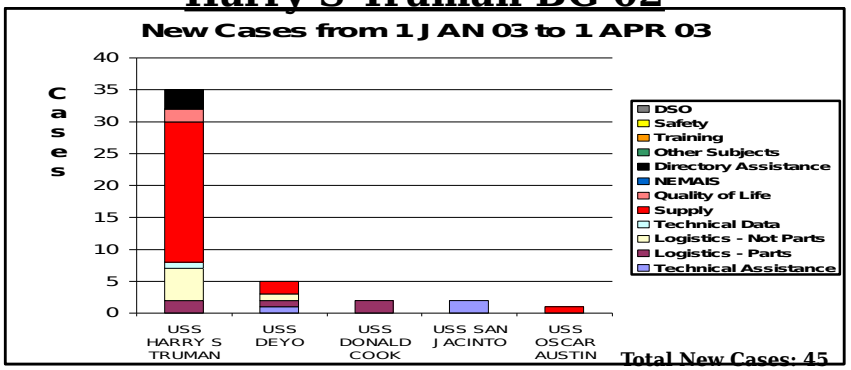
Carl Vinson BG 04



Constellation BG 03

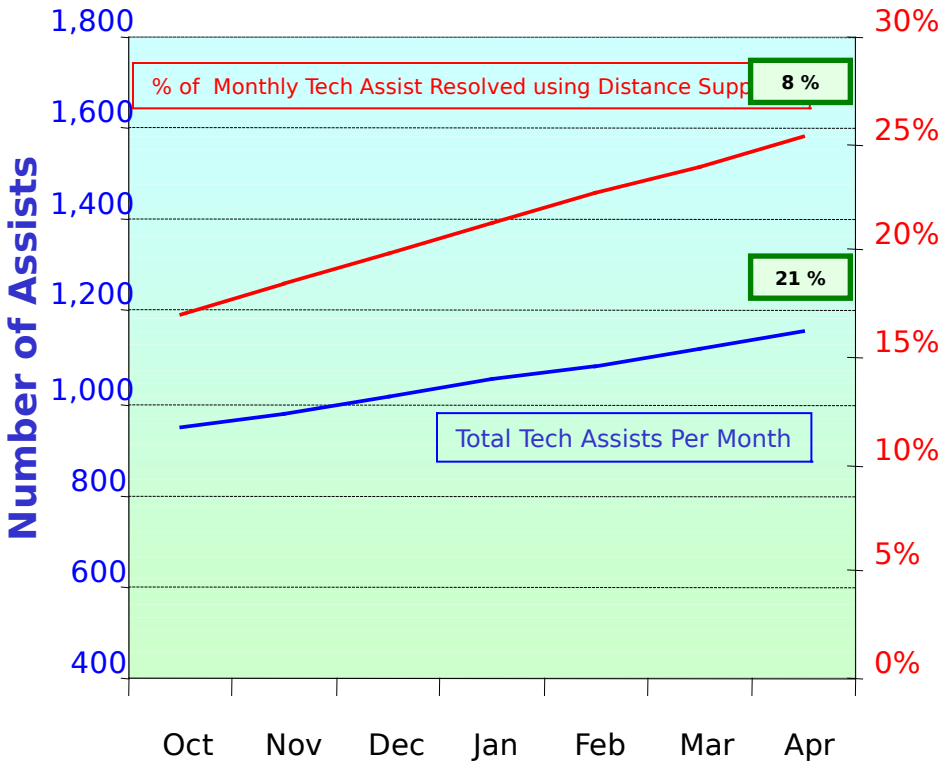


Harry S Truman BG 02



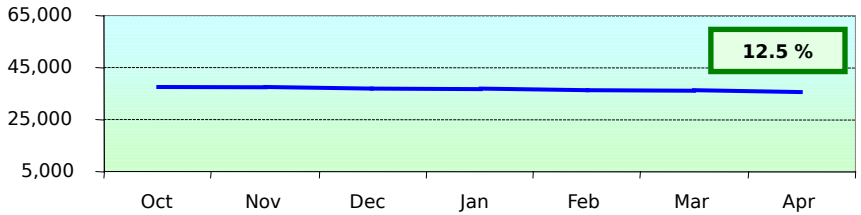
FTSCLANT FY03 Distance Support Metrics

% OF DISTANCE SUPPORT TO TOTAL TAs PER MON TH



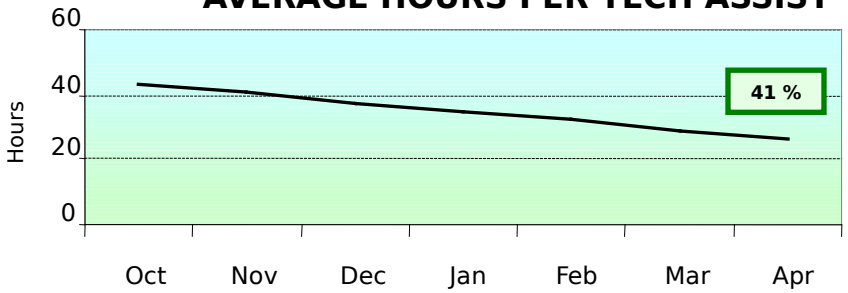
Total # of Tech Assist/Month Increased by 21%
Or 200 per month
% of Monthly Tech Assist Resolved using Distance Support Increased by 8%

TOTAL TECH ASSIST MH/ M0NTH



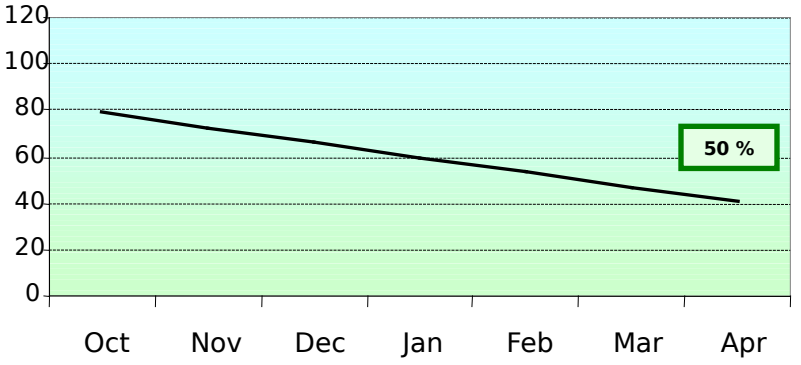
Total Tech Assist Man Hours per month Decreased by 12.5% (5,000 MH/M)

AVERAGE HOURS PER TECH ASSIST

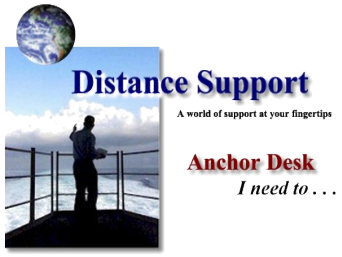


Reduction in Average Hours per Tech Assist Resolution Equates to a Productivity Improvement of 41%

MONTHLY TDY TECH ASSISTS

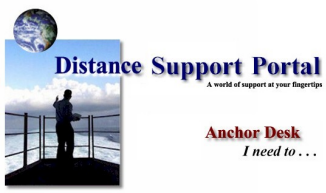


% of Monthly Tech Assist Requiring TDY Decreased by 50%



The Distance Support Challenge

- Connectivity
  - Band-Width
  - Robust Mobile Connection (Availability, Latency, Interference)
- Secure Access
  - SIPRNET Operation Centers
  - Secure NIPRNET Solutions
  - Wireless
- Full Implementation and Utilization of CRM Solution
- Infrastructure Availability 24/7/365
- Collaborative Consortiums over Stovepipes
- Cultural Change

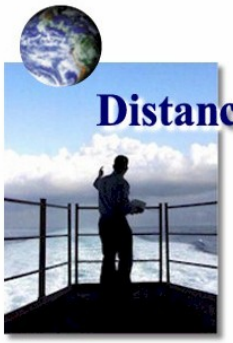


Summary

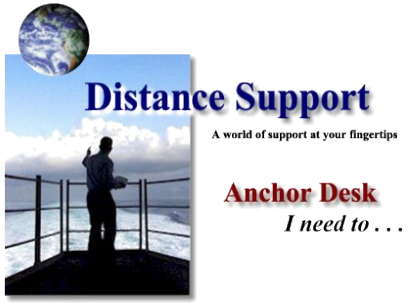
Distance Support is a business process transformation that leverages the tools and technology of eBusiness and Information Technology to provide:

- ✓ The "Warfighter" a "Virtual SYSCOM presence" and is the primary means for "Reach-back support"
- ✓ The Support Infrastructure the data and information to make proactive system, equipment and process improvements
- ✓ The Resource Sponsors the data and information to make resource allocation decisions

Questions ???


Distance Support Portal
A world of support at your fingertips
Anchor Desk
I need to . . .

Back-up



Virtual SYSCOM Presence :

Expanding the Distance Support Scope

The ASRD&A Requirement

- **“ …urge a single fleet support web site be set up for the Navy**

and Marine Corps as a first step towards a Virtual SYSCOM.”

Honorable John J Young, ASRD&A, Aug 27, 2002 Virtual SYSCOM email

The SYSCOM Response

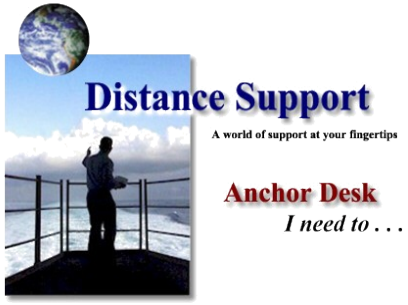
- **“… We have been moving towards a Virtual SYSCOM we**

presence through Distance Support …we'll redouble our efforts”

Joe Dyer, VADM, USN; Phil Balisle, VADM, USN; Ken Slaght, RADM, USN; Dan McCarthy, RADM, SC, USN; August 30

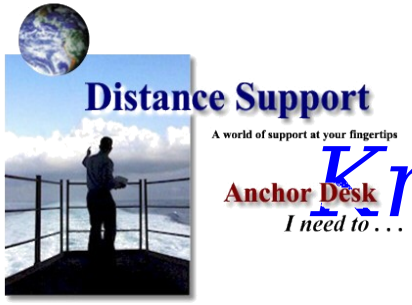
Distance Support: Connectivity and Collaboration

- **Services and Products**
  - **Data Acquisition, Transfer and Distribution**
  - **24/7/365 Support**
    - **NICC**
    - **Source of Support**
      - **Matrix**
      - **Infrastructure**
  - **Anchor Desk Portal**
    - **Content**
  - **Platform Resident Data**
  - **Bandwidth Mitigation**
    - **Compression**
    - **Replication**
    - **Management**
  - **Tools**
    - **Chat, Whiteboard, Net-Meeting, Collaboration at Sea,**



Distance Support: CRM / SOS

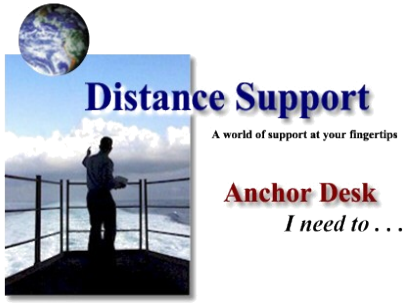
- **CRM / SOS**
  - **Services and Products**
    - **Trouble Ticket Management**
      - **Creation**
      - **Tracking**
      - **Workflow Management**
      - **Resolution Advocacy**
    - **Shared Data Environment**
    - **Metrics**
  - **Tools**
    - **DS CRM**
    - **CDMD-OA**



Distance Support: Knowledge Management

- **Services and Products**
  - **Data Aggregation and Modeling**
  - **Customized Predictive Analysis**
  - **Relevant Information Management**
    - **Mission**
    - **Platform**
    - **System**
    - **Equipment**
  - **Proactive Support**

- **Tools**
  - **Common Web Based Information Access**
  - **Virtual Data COSAL**



DS Version 2… Environment

- **Key Tenants**
  - Platform Resident Data
    - 0.5 tB (SPAWAR eNTCSS)
  - Business Intelligence
    - Intelligently Profiled Data
      - Knowledge Management (TDKM/Virtual Submarine)
    - Cross functional association
      - Intelligent Search (JeevesONE)
  - Bandwidth Mitigation/Relationship
    - Compression

    (CLF 6/SPAWAR/DS(ACTD)/NAVSUP)
    - Replication (DELTA)
    - (DS/SPAWAR)
    - Bandwidth Application Management

    (CLF N6/DS(ACTD)/SPAWAR/OSD)

- **Data Set**
  - Mission Focus
  - Profiled using PIRR
  - Existing ATIS Data
  - I and O Level Data
  - NKO (Training NPDC/NETC)
  - Pre-loaded Shipboard at D-3
- **Applications/Relationship**
  - Pocket PMA (SEA 04M)
  - Wireless (PMS 400 (Smart Ship)/CLF N6/ NETWARCOM)
  - **TFW/NMCI/ERP**

Shared Data Elements & Metrics

38 Data Elements,

10 Mandatory for Submitter

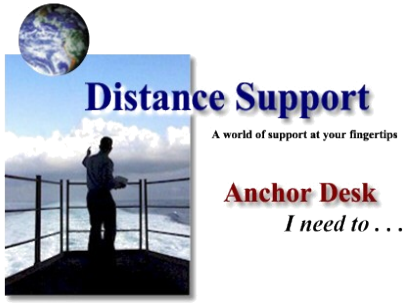
8 Mandatory for Support Provi

Data Element
Key Identifier Code (for tech / log)
APL
EIC
Nomenclature (for tech/ log)
Nomenclature
Noun Name
Tracking Number
Date/Time Open
Priority
Customer POC
Customer Designator
Customer Activity Name
Customer UIC
Customer Phone
Customer Email
Ship/Sqd Type & Number
Problem Subject
Problem Description
Subject ID - Pre
CASREP
Date/Time Closed
Status
Status Counter - New
Status Counter - Assigned
Status Counter - In Progress
Status Counter - Recommend Close
Status Counter - Close
Status Counter - Cancelled
Status Counter - Transferred
Status Counter - LTI Assigned
Status Counter - Re-Open
Problem Resolution Summary
Subject ID - Post
SOS Activity
Long Term Issue Code
ECD
Work History
Did we avoid CASREP
Did we avoid Tech Assist (visit)
Method of Request

- **Metrics:**
  - Support Drivers
  - Functional Drivers
  - Support Provider
  - Response Times
  - Response Effectiveness
    - CASREP Avoidance
  - Embarked Tech. Assist Avoidance

❖ *May be deleted due to subjecti*

Requirements Driven by Fleet Message



Achieving The Goals
Distance Support Working Groups

Fleet Working Group

In order for afloat units to take maximum advantage of the various Distance Support processes and functions available, an overarching Fleet coordination and liaison working group was established by CSF to:
A. Provide Fleet requirements and feedback to Distance Support PM and support providers to enhance the Distance Support Program.
B. Identify and provide Fleet policy and process change recommendations for Distance Support implementation and use.
C. Define new business rules/infrastructure support requirements that will be required for Distance Support IAW fleet requirements and feedback.
D. Coordinate the introduction and testing of new technologies that may be utilized as part of the Distance Support Program.
E. Establish fleet metrics to measure the effectiveness of the Distance Support program.
F. Advise, brief, debrief area commands and commanders of ongoing Distance Support efforts.

Members: CSF (Chair), CINCPAC, CINCLANT, AIRPAC, AIRLANT, SURFLANT, SURFPAC, SUBLANT, SUBPAC, NAVSEA (DS)

SOS Business Rules

To ensure the most efficient and effective process and infrastructure to support Fleet and SYSCOM requirements for Readiness and continuous improvement a standing working group has been established to develop a mutually agreed upon business rules governing program operation, including SOS activity operations.

Members: NAVAIR, NAVSEA, NAVSUP, SPAWAR, NAVSEA FIELD ACTIVITIES (NSLC, Chair), FTSC's, Fleet Working Group Reps

Data, Metrics and Improvement Environment

To establish a shared data, metrics and improvement environment for process, product and service improvement a standing working group has been established. The WG is also task with establishing metrics

...	Name	Organization/Activity	Telephone	Cell	Fax	E-Mail	Responsibility/Expertise
1	Baker, Jodie	NAVSEA 04L535	202.781.3273		202.781.4603	BakerJ L@NAVSEA.NAVY.MIL	CRM/COTS/RRCMGR
alt	Bazar, Rod	NUWC Keyport	360-315-7634	360-434-2070		rbazar@kpt.nuwc.navy.mil	
2	Behrman, Fillip	NAVAIRAIR-3.9.5	301.757.2643	443.838.9370	301.757.5096	behrmanfm@navair.navy.mil	NAVAIR REP
3	Boike, Richard	KPT	(360) 315-7514			boikere@kpt.nuwc.navy.mil	DATA ANALYSIS
4	Brandenburg, Craig	NAVSEALOGCEN, N43	717.605.3961	703.623.7419		brandenburgcf@navsea.navy.mil	NSLC Management Rep
5	Branham, Bruce	NAVSEA, 04L53	202.781.3287	703.615.0135	202.781.4603	branhamb@navsea.navy.mil	DS PM
alt	Pfettscher, Chad	NAVSEA, 04L531	202.781.1789		202.781.4603	pfettscherrc@navsea.navy.mil	DS OPS MGR (DEP)
6	Brown, Elijah	CINCLANTFLT, N43	757.836.3745			BrownEJ@clf.navy.mil	CLF REP
7	Buchanan, Bucky	NAVSEA, 04L12	202.781.3292	703.338.5988	202.781.4603	buchananwr@navsea.navy.mil	ATIS / DS NEXT GEN BRANCH MGR
8	Cox, George	FTSCLANT, 4320 ESD	757.443.3872	757.636.2701	757.443.2669	george.cox@ftsclant.navy.mil	FTSC REP
9	Cutchall, Thomas	NAVSEALOGCEN, N51	717 605 1479			cutchallte@navsea.navy.mil	DS SCHEDULING
alt	Kohl, Lynn	NAVSEALOGCEN, N51	717.605.5478	717.903.3913		kohllm@navsea.navy.mil	DS BUS PROC/METRICS LEAD/EXP
10	Decker, Ken	CNET Code ETS 28C	850.452.9245	850.291.1575	850.452.4853	Kenneth-c.decker@cnet.navy.mil	CNET REP
11	Erinle, Benga	AEPTEC	301.670.6770			erinle@aeptec.com	RRC / SENSORS (BLAIRSVILLE PA)
12	Finley, Brian	NAVSEA Philadelphia	215.897.8115			finleybk@nswccd.navy.mil	NAVSEA Philadelphia ICAS & SENSC
13	Flockton, Harry	NAVSEA Philadelphia	215.897.1331			flocktonhe@nswccd.navy.mil	(BACK-up) NAVSEA Philadelphia DS
14	Frack, LCDR Ken	FTSCPAC	619-556-2518			frackk@ftscpac.navy.mil	FTSCPAC
15	Fuscsick, Mike	NAVSUP 04	717.605.6798		717.605.8088	Michael_l_fuscsick@navsup.navy.mil	NAVSUP REP / SUP SIDE NICC
16	Gahagan, Suzy	AEPTEC	800.660.6362x1012			sgahagan@3eti.com	RRC BLAIRSVILLE MANAGER
17	Galie, Tom	NAVSEA Philadelphia	215.897.7960			GalieTR@nswccd.navy.mil	SILS ONR INITIATIVE
18	Gomrick, CAPT Daniel	SPAWAR HQ	858.537.0082			gomrickd@spawar.navy.mil	SPAWAR REP
19	Goodin, Darius	NSWC DD CSS Pan Cty, A51	850.234.4365		850.234.4775	goodindl@ncsc.navy.mil	NCSC REP
20	Grant, Robert	CNSP N4342	619-437-2274			grant.robert.t@cnsp.navy.mil	CNSP REP
21	Grieco, Lillian	NAVSUP	717.605.7262			lillian_a_grieco@navsup.navy.mil	NAVSUP NICC
22	Gunther, Karen	SPAWAR, N766	202.685.1364			guntherk@spawar.navy.mil	SPAWAR ON SITE SUPPORT
23	Hayes, Quentin	NAVSEA 04L133	703.601.4342			hays.quintin@hq.navy.mil	OPNAV N4 REP

...	Name	Organization/Activity	Telephone	Cell	Fax	E-Mail	Responsibility/Expertise
`	Henderson, Geneva	NAVSEA, 04L533	202.781.4435		202.781.4603	hendersongd@navsea.navy.mil	BUS FIN MANG/ECH 2 LIAISON
alt	Klock, Carolyne	NAVSEA 04L134	202.781.3388		202.781.4603	klockcf@navsea.navy.mil	DS BM
25	Hockenberry, Mary	NAVSUP, 4C1N1	717.605.6979	717.319.3046		mary_e_hockenberry@icpmech.navy.	NAVSUP REP
26	Horton, Pat	FTSCPAC	619.556.2576			Hortonp@ftscpac.navy.mil	FTSC PAC REP
27	Howard, Mike	PEO MUW L	202.781.4474			howarder@navsea.navy.mil	MINWAR REP
28	Howell, Jeffery	NMIMC, Bethesda, MD	301.319.1234			jhowell@us.med.navy.mil	BUMED REP
29	Hund, Jack	Unified Industries	717.975.1622 x112		717.975.9272	hund@uii.com	NSLC ADMIN CONT SUPPORT
alt	Schneider, Robert	Unified Industries	717-605-3705			schneider@uii.com	CONT SUP (CRAIG)
30	Inman, Kim	NSWC Crane	812.854.2634			inman_ke@crane.navy.mil	IT/BW EXPERT
alt	Johnson, Ken	NSWC Crane, 608	812.854.5275	812.325.5009	812.854.5077	johnson_ken@crane.navy.mil	DS ARCH / DSNGA LEAD/EXPERT
31	Irvine, Glenn	DRS, Inc.	619.299.3210			girvine@drs-tsi.com	CONT SUP/FLTWG FACILATOR
alt	MacKinnon, Dave	DRS. INC	619 299 3210			dmackinnon@drs-tsi.com	
32	Johnson, Bob	NAVSEA Philadelphia, 9401	215.897.1585	215.901.5260	215.897.1383	johnsonrl@nswccd.navy.mil	DS TRAINING Program Lead/EXPEI
alt	Miller, Kristen	AMSEC, Inc.	215.897.1552			millerkr1@nswccd.navy.mil	NAVSEA Philadelphia DS Help Des
33	Johnson, Ken	NSWC Crane, 608	812.854.5275	812.325.5009	812.854.5077	johnson_ken@crane.navy.mil	DS ARCH / DSNGA LEAD/EXPERT
alt	Taw, Bill	NSWC Crane	812.854.4395	812.887.0875	812.887.0875	Taw_bill@crane.navy.mil	DS TECH ARCH/ACTD TECH MGR
34	Johnston, Jodi	NUWC Keyport RTASS	360.315.7008			jjohnsto@kpt.nuwc.navy.mil	RTASS LEAD
alt	Love, Chris	NUWC Keyport	360.315.7710		360.396.1453	lovecw@kpt.nuwc.navy.mil	NUWC KPT REP
35	Jones, Lynn	NSWC Crane, 6083	812-854-3911			joneslk@crane.navy.mil	CRANE DS DEMO SUPPORT
36	Joseph, Rob	CACI, Inc.	703.412.5626		703.413.2033	rjoseph@caci.com	HQ LEAD CONT SUPPORT
alt	Gregory, Teddie	CACI, Inc.	703.412.5646		703.413.2033.	tgregory@caci.com	PEO MUW CONT SUPPORT
37	Kelly, Andy	NAVSEA 04L125 ATIS PM	202.781.3386			kellywa@navsea.navy.mil	ATIS / DS NEXT GEN
38	Klein, Dianna T.	FISC NORVA	757-443-1640			dianna_t_klein@nor.fisc.navy.mil	NAVSUP NICC SUP
39	Klock, Carolyne	NAVSEA 04L534	202.781.3388		202.781.4603	klockcf@navsea.navy.mil	DS BM
alt	Henderson, Geneva	NAVSEA, 04L533	202.781.4435		202.781.4603	hendersongd@navsea.navy.mil	BUS FIN MANG/ECH 2 LIAISON
40	Kohl, Lynn	NAVSEALOGCEN, N51	717.605.5478	717.903.3913		kohllm@navsea.navy.mil	DS BUS PROC/METRICS LEAD/EXP
alt	Cutchall, Thomas	NAVSEALOGCEN, N51	717 605 1479			cutchallte@navsea.navy.mil	DS SCHEDULING
41	Lacey, Tom	NUWC Keyport, 41	360.315.7403			tlacey@kpt.nuwc.navy.mil	RTASS DIV MGR
42	LePore, Marcus	NUWC Newport, 2233	401.832.1868	401.559.3971	401.832.2960	leporema@npt.nuwc.navy.mil	NUWC NPT REP
43	Love, Chris	NUWC Keyport	360.315.7710	360.434.4916	360.396.1453	lovecw@kpt.nuwc.navy.mil	NUWC KPT REP
alt	Johnston, Jodi	NUWC Keyport	360.315.7008	360.434.8102	360.396.1453	jjohnsto@kpt.nuwc.navy.mil	
44	Lozano, CAPT Carlos	CINCLFLT	836-3770			lozano@clf.navy.mil	CLF AIR REP
45	MacKinnon, Dave	DRS	619-299-3210			mackinnon@drs-tsi.com	HQ CONT SUP
46	Manders, LT Bill	COMNAVSURFPAC	619-437-3245			n641@cnsp.navy.mil	CNSP REP
47	Mathis, Don	CNET, ETSC	850.452.9215			don-r.mathis@cnet.navy.mil	CNET REP
48	McGowan, Larry	NAVSEA 92L1	202.781.1204			mcgowanla@navsea.navy.mil	PEOSUB REP
49	Morales, LCDR Bob	SPAWAR	619.524.2999			rmorales@spawar.navy.mil	SPAWAR REP
50	Morgan, Lawanda	NAVSEA 04L532	202.781.1623		202.781.4603	morganld@navsea.navy.mil	CH MANG / PEO/SPM LIAISON
alt	Baker, Jodie	NAVSEA 04L535	202.781.3273		202.781.4603	BakerJL@NAVSEA.NAVY.MIL	CRM/COTS/RRCMGR

...	Name	Organization/Activity	Telephone	Cell	Fax	E-Mail	Responsibility/Expertise
51	Mowery, CAPT J	SPAWAR	619.524.2481			jmowery@spawar.navy.mil	SPAWAR REP
52	Neel, Alan	NUWC KPT 414	360.315.7534			aneel@kpt.nuwc.navy.mil	RTASS ENG
53	O'Brien, Richard	NICC, ASC	202-266-4417			Richard.OBrien@2asc.com	NICC CONT (ASC) PM
alt	Scott, Frank	FTSCLANT	757.443.3872x1752			frank.scott@ftsclant.navy.mil	CONT NICC MGR/CALL CEN EXP
54	Oster, LCDR Rick	CINCLANTFLT	757.836.7796			osterm@clf.navy.mil	CLF N6 REP
55	Patterson, Bruce	Vredenburg, Inc.	202.454.8400			bpatterson@vredenburg.com	CRAIG CONT SUP
56	Pfettscher, Chad	NAVSEA, 04L531	202.781.1789		202.781.4603	pfettscherrc@navsea.navy.mil	DS OPS MGR (DEP)
5	Branham, Bruce	NAVSEA, 04L53	202.781.3287	703.615.0135	202.781.4603	branhamb@navsea.navy.mil	DS PM
57	Scheid, Dave	NSWC PHD, 4002	805.228.7347		805.228.7326	scheidda@phdnswc.navy.mil	CRM (REMEDY) DATA LEAD/EXP
alt	FCCS Charles Collet	NSWC PHD, 4002	805-228-8224		805.228.7326	ColletCC@phdnswc.navy.mil	
58	Schneider, Robert	Unified Industries	717-605-3705			schneider@uii.com	CONT SUP (CRAIG)
alt	Hund, Jack	Unified Industries	717.975.1622		717.975.9272	hund@uii.com	NSLC ADMIN CONT SUPPORT
59	Scott, Frank	FTSCLANT	757.443.3872x1752			frank.scott@ftsclant.navy.mil	CONT NICC MGR/CALL CEN EXP
alt	On Shift Supervisor	NICC, ASC	877-41-TOUCH Option 2		757-443-3662	anchordesk@ftsclant.navy.mil	NICC CONT (ASC)
60	Smith, Tim	CNET	850.452.2826			timothy-r.smith@cnet.navy.mil	NAVSEA CNET DS REP
61	St. Clair, Roger	AMSEC, Inc.	858.527.3296		858.547.5070	roger_st.clair@amsec.com	DS MIN MAN CONT SUP
alt	Laughlin, Gary	AMSEC, Inc.	858.527.3292		858.547.5070	gary_laughlin@amsec.com	
62	Stansberry, Marcella	Keyport	360.315.7594			mstansbe@kpt.nuwc.navy.mil	PIRR/PRC MANG
alt	Boike, Richard	NUWC Keyport	360.315.7514			BoikeRE@kpt.nuwc.navy.mil	
63	Stanzione, Robert	SPAWAR C4C	858.537.0166	619.806.8166	619.524.7319	stanzirj@spawar.navy.mil	SPAWAR REP
194	Strawser, Dave	NAVSEALOGCEN, N51	717.605.1532			strawserdl@navsea.navy.mil	DS WEB SITE ENG
alt	Kohl, Lynn	NAVSEALOGCEN, N51	717.605.5478	717.903.3913	717.605.3689	kohllm@navsea.navy.mil	DS BUS PROC/METRICS LEAD/EXP
64	Sutton, Troy	PHD	805.228.0777			suttona@phdnswc.navy.mil	
65	Taw, Bill	NSWC Crane	812.854.4395	812.887.0875	812.887.0875	Taw_bill@crane.navy.mil	DS TECH ARCH/ACTD TECH MGR
alt	Johnson, Ken	NSWC Crane, 608	812.854.5275	812.325.5009	812.854.5077	johnson_ken@crane.navy.mil	DS ARCH / DSNGA LEAD/EXPERT
66	Tomczak, Tod	NAVSEALOGCEN, N51	717.605.7815			tomczakta@navsea.navy.mil	PIRR/RRC DATA ANAL ALG DEV
alt	Kohl, Lynn	NAVSEALOGCEN, N51	717.605.5478	717.903.3913	717.605.5478	kohllm@navsea.navy.mil	DS BUS PROC/METRICS LEAD/EXP
67	Travis, Rosemary	NSLC FSO Jax	904.759.9582	904.270.7235	904.759.9582	rtravis@nslc-jax.spear.navy.mil	NSLC JAX REP
68	Wainscott, Ben	FTSCPAC, 304	619.556.2639		619.556.5105	wainscottb@ftscpac.navy.mil	FTSCPAC REP
69	Weinstein, Neil	SPAWAR SSC SD	619.524.2481			weinstei@spawar.navy.mil	SPAWAR REP ACTD SUP
70	Winston, Morris	NSLC/NICC	757.443.3872x1755			morris.winston@ftsclant.navy.mil	NSLC NICC ON-SITE GOV REP
alt	Scott, Frank	FTSCLANT	757.443.3872x1752			frank.scott@ftsclant.navy.mil	CONT NICC MGR/CALL CEN EXP

COLOR CODE

RED - HQ DS POCs

BLUE - KEY DS TEAM POCs

GREEN - ALT DS TEAM POCs